



Office of Human Resources

Internal Auditor Information Systems Manager AO – CV3298

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General Statement of Duties

Manages audits and teams of professional auditors employed by the Auditor's Office engaged in conducting performance audits of citywide IT general controls, information systems, and processes of City departments and contract providers. Implements work plans based on annual goals and the annual audit plan and prepares reports in accordance with Generally Accepted Government Audit Standard to ensure compliance with rules and policies, and measures performance for efficiencies.

Distinguishing Characteristics

The Internal Auditor Information Systems Manager AO oversees a team or several teams within the division.

The Internal Auditor Information Systems Manager AO is distinguished from the Internal Auditor Information Systems Lead AO, which performs lead work over professional information systems auditors and does not have full supervisory responsibilities.

The Internal Auditor Information Systems Manager AO is distinguished from the Internal Auditor Information Systems Senior AO, which performs full performance level auditing work of information systems.

Essential Duties

Manages/supervises information systems auditors engaged in conducting systems and performance audits and evaluations of City organizations and programs that include, but are not limited to effectiveness, efficiency, public policy assessment, governance, and internal control and compliance objectives as defined by Generally Accepted Government Auditing Standards.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

For assigned direct reports, develops individual goals, summarizes performance from throughout the year, participates in division calibration meetings, updates management regularly, and provides annual performance feedback; coaches and mentors administrative direct reports; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Works with Audit Services leadership to make initial assessment of issue(s) or problem area(s) by researching best practices, trends, and historical and current data, along with related laws, policies, procedures, IT audit and security frameworks, methods and/or practices, identifying risks, defining the scope of work, developing the methodology for the collection of relevant data, and assembling and designating data into meaningful formats.

Develops, reviews or modifies work plans, methods and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Oversees and facilitates the audit process for all assignments and conducts quality assurance activities throughout all phases of the audit.

Oversees and facilitates all aspects of monitoring third-party contractors conducting cybersecurity and IT assessments, audits, and evaluations including planning, reviewing findings and recommendations, reviewing reports, and participating in the development of Requests for Proposals and contractor selection.

Performs risk assessment activities for IT audits and assists the Audit Director with the annual IT risk assessment.

Successfully oversees and supervises multiple engagements and teams simultaneously.

Oversees, performs, and/or reviews audit follow-up work for assigned audits.

Reviews audits, evaluations, or assessments for accuracy, quality, and conformance to departmental policy, ordinance, and statute requirements.

Ensures that work activities fully comply with GAGAS, workpaper confidentiality procedures, and the Audit Service Division's operating policies and procedures.

Presents audits, findings, and recommendations to the City's Audit Committee, which is televised to the public. Communicates well in writing and verbally with internal and external stakeholders.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Administration and Management – Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

Critical Thinking — Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organizational goals, causes change.

Influencing - Collaborates with, persuades and influences others.

Integrity/Honesty - Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Leading and Coaching - Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Manages and Organizes Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Mathematical Reasoning – Understanding of basic math that will be used on the job including counting, adding, subtracting, and multiplying.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Knowledge & Skills

Audit knowledge in Information Technology general controls, application controls, information systems, processes, procedures, methodologies and generally accepted government auditing standards to review and evaluate financial and operational records for adequacy of internal controls, compliance with policy, Denver Revised Municipal Code (DRMC) rules and regulations, Denver City Charter, applicable statutes, and/or professional best practices.

Ability to manage multiple audits or projects simultaneously, usually 2-3 at a time, with project teams on each. Team members change with each new project/assignment. Displays strong project management skills.

Ability to produce high quality written products that synthesize and explain complex issues to a variety of audiences, including staff, and the Citizens citizens of Denver.

Ability to independently produce quality work with general supervision that is aligned with professional standards for routine information technology and integrated audits.

Ability to plan, prioritize, and balance work assignments to achieve deadlines and contributes positively to the Audit Services Division's accomplishment of goals, objectives or results.

Skilled in resource stewardship, working with Directors as needed to develop efficient work approaches that use available resources in a manner aligned with priorities.

Ability to write in clear, concise, and complete when conveying information and presenting to technical and non-technical stakeholders.

Knowledge of information technology areas such as, information security, cloud computing, IT general controls, configuration management, change management, IT operations, data backup and recovery, network controls, etc.

Knowledge of IT best practices as described in FISCAM, NIST, COBIT, ISO, PCI-DSS, CJIS, ITIL, etc.

Level of Supervision Exercised

Supervises two or more professional information systems auditors including a lead; and, may supervise additional support staff.

Education Requirement

Bachelor's Degree in Accounting, Business Administration, Finance, Information Systems, Public Administration, Government Analytics, or directly related field.

Experience Requirement

Three (3) years of experience at the type and level of functional or operational management, which must have included management of professional individual contributors.

Education & Experience Equivalency

No substitution of experience for education is permitted.
Additional appropriate education may be substituted for experience requirements.

Licensure & Certification

CISA, CISSP, and/or CIA certification.
By position, requires a valid Driver's License at the time of application.
Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Some positions perform on-site audits.
Some positions are subject to significant local travel.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Bending: Bending or positioning oneself to move an object from one level to another.
Carrying: Transporting or moving an object.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Education Verification
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17

FLSA Code: Y

Established Date: 18 Apr 2021

Established By: GT

Revised Date: 7/28/2024

Revised By: BM

Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 7/28/24 – Revised pay grade per CN1814.